

**TABLE OF CONTENTS**

PARA	SUBJECT	PAGE
A	INTRODUCTION	1
B	DEFINITIONS	2
C	SETTING UP THE IMPAC ACCOUNT	5
D	DELEGATION OF AUTHORITY	5
E	AUTHORIZED USE OF THE CREDIT CARD	5
F	SPECIAL PURCHASING REQUIREMENTS	7
G	UNAUTHORIZED USE OF THE CARD	9
H	CREDIT CARD TRAINING	10
I	STANDARDS OF CONDUCT	10
J	DOLLAR LIMITS ASSOCIATED WITH THE CARD	10
K	APPROVING OFFICIAL RESPONSIBILITIES	12
L	CARDHOLDER RESPONSIBILITIES	13
M	CARDHOLDER DOCUMENTATION PROCEDURES	15
N	RESOURCE MANAGEMENT RESPONSIBILITIES	16
O	USING YOUR IMPAC CARD – THE PURCHASING PROCESS	19
P	BILLING STATEMENT RECONCILIATION PROCEDURES	20
Q	APPROVING OFFICIAL LIABILITY	23
R	LATE PAYMENTS/PURCHASE CARD SUSPENSION POLICY	23
S	DISPUTE PROCEDURES	24
T	CONTACT WITH ROCKY MOUNTAIN/FIRST BANK	26
U	LOST OR STOLEN PURCHASE CARDS	26
V	CARD SECURITY	27
W	SEPARATION OF CARDHOLDER	27
X	TRANSFER OF CARDHOLDER TO ANOTHER APPROVING OFFICIAL	27
Y	EDUCATING YOUR MERCHANTS	27
	ATTACHMENT 1: SAMPLE OF BILLING STATEMENT	
	ATTACHMENT 2: C.A.R.E. QUICK REFERENCE	
	ATTACHMENT 3: SAMPLE DELEGATION OF AUTHORITY	
	ATTACHMENT 4: SAMPLE STATEMENT OF ACCOUNT	
	ATTACHMENT 5: NOMINATION FORM	
	ATTACHMENT 6: IMPAC COMPETITION WORKSHEET	

- ATTACHMENT 7: STATE TAX EXEMPT LETTERS
- ATTACHMENT 8: SAMPLE CERTIFYING OFFICIAL  
APPOINTMENT LETTER/SIGNATURE CARD
- ATTACHMENT 9: SAMPLE CREDIT CARD LOG (FD FORM 2221-R)
- ATTACHMENT 10: CREDIT CARD FILE INSPECTION CHECK LIST
- ATTACHMENT 11: CARDHOLDER STATEMENT OF QUESTIONED  
ITEM FORM (CSQI)
- ATTACHMENT 12: DESKSIDE DISPUTE CHECKLIST
- ATTACHMENT 13: IMPAC CARD DESTRUCT NOTICE